

Energex Electrical Partners Portal

BASS

(Booking Appointment Scheduling System)

Authorised External Contractors Initial

Group Registration User Guide

Energex Limited

22 February 2021



Part of Energy Queensland

Version Control

Version	Date	Description
1.0	22/02/2021	Initial
1.1	02/01/2026	Updated general enquiries start and finish times

Contact Energex

To report loss of supply:

13 62 62

For electricity emergencies:

13 19 62

For general enquiries:

energex.com.au

custserve@energex.com.au

13 12 53 (8:00am to 4:30pm, Monday to Friday)

Telephone interpreter service 13 14 50

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First Time Subscription

For an Authorised External Contractor group working on behalf of Energex, the first time subscription process is slightly different to that of other Electrical Partners (EP) Portal users. To access the EP Portal there is a simple initial group registration process to complete.

The initial Group Registration allows Energex to set your group up correctly in the EP Portal so your staff are able to access and action the correct work types.

Registration to the portal will be required before you can subscribe to a Group or create a new Group. You will need to complete Registration to the EP Portal before you can complete steps 4-9 below.

Initial Group Registration

1. Email energexportal@energex.com.au requesting a **General Group Application Form**.
2. Email the completed **General Group Application Form** to energexportal@energex.com.au. Ensure when you complete the form that the email address you use is the email you wish to register with as this will be used for all notifications.
3. Energex will email an Energex Authorisation Code to the nominated contact.
4. Login to <http://www.energex.com.au/energexportals>
5. Select **Electrical Partners Portal** and log in with your username and password.
6. Select **Create a new Group** on the subscription page.
7. Enter in the **Group Authorisation Code** that has been sent to the email address you provided Energex. You will need to click on **Check** to validate the authorisation number.

Electrical Partners Portal Subscription

Please confirm your primary purpose of subscription

ESO Licensed Electrical Contractor
 CEC Accredited Solar Installer
 Other Electrical Partner
 Retailer
 External Contractor

I'm not sure what to select

Are you creating a new Group or joining a Group?

Create a new Group
 Join a Group using an Energex Group Reference

I'm not sure what to select

Enter the Energex External Contractor Group Authorisation Code.
Use the correct format of EG00000001 and check that the Group name is correct before continuing.

8. Tick the box *I accept the Terms of Use for the Energex Portal* before clicking on Next>>

Terms and Conditions

I accept the [Terms of use](#) for the Energex Portal.

Next >>

9. As you are setting up your Group for the very first time, you will need to enter in your business details (refer to the example provided below). Complete all the fields provided and then click on **Subscribe>>** to continue

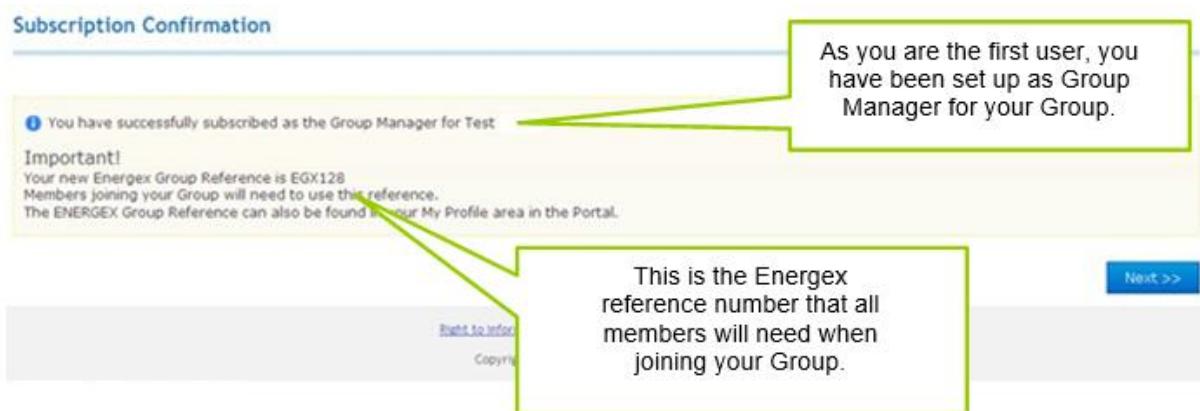
As you are setting up your Group for the very first time, the EP Portal will automatically assign the first user to the role of Group Manager.

Group Manager

- Is responsible for approving, declining or unsubscribing (removing) members from the Group.
- Users who are set up as the Group Manager will receive emails sent from the EP Portal when a user's details change.

Member

- Can review, schedule & notify and complete jobs listed for their group in BASS.



- An ENERGEX Reference Number is provided when you subscribe your Group for the very first time. You must provide this EGX reference number to any members who will be joining your Group.